



City of Chicago
Richard M. Daley, Mayor

Department of Revenue

Bea Reyna-Hickey
Director

Cost Recovery and
Collections Division
Suite 540
333 South State Street
Chicago, Illinois 60604

<http://www.cityofchicago.org>

March 6, 2009

Attorney General Kelly Ayotte
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Attorney General Ayotte:

A laptop computer that contained personal data from subjects that are residents of your state was stolen from a contractor to the City of Chicago. We have determined, after a through review, that this incident does not require notification under your state's data breach statute due to the circumstances of the theft, the security of the laptop, and the encryption of the data on the laptop. Nevertheless, we have elected to provide a notice of this incident to individuals whose data was contained on this laptop, including residents of your state. We are writing to you as a courtesy to make you aware of this communication with your residents.

If your office requires any further information in this matter, please contact Tina Consola at the above address or by telephone at 312-744-1769.

Sincerely,

Phillip Cobb
Managing Deputy Director
Department of Revenue
City Hall, Room 107A
121 North LaSalle Street
Chicago, Illinois 60602-1288
312-744-0370
312-744-8754 (Fax)
pcobb@cityofchicago.org



Credit Bureau and Credit Monitoring Service Information

Credit Bureaus

Contact information for the three major national consumer reporting agencies is as follows:

Equifax	Experian	TransUnionCorp
P.O. Box 105788	P.O. Box 9554	P.O. Box 6790
Atlanta, GA 30348	Allen, TX 75013	Fullerton, CA 92834
800-525-6285	888-397-3742	800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

Triple Alert Credit Monitoring Service

To help you detect the possible misuse of your personal information, we are providing you with a one year membership in Experian's Triple AlertSM credit monitoring service at no cost to you. Triple AlertSM will monitor your credit reports at the national credit reporting companies: Experian, Equifax[®] and TransUnion[®] and notify you of key changes. Triple AlertSM will help you identify potentially fraudulent use of your information and will not impact your credit score. You have 90 days to activate this membership, which will then continue for 12 months.

To enroll online, please visit the web site and enter your individual activation code:
Triple Alert Web Site: <http://partner.consumerinfo.com/ITM> Your Activation Code: [insert Activation Code]

Please keep in mind that once activated, the code cannot be re-used for another enrollment. The web site will guide you through the process of enrolling in Triple Alert. If you need technical assistance, please call 866-579-2114.

If you wish to enroll over the phone for delivery of your membership via US mail, please call 866-579-2114.

On DeZonia Group letterhead

Date

Reference Number: **[insert account number]**

This notice is sent to you on behalf of the DeZonia Group and the City of Chicago to alert you that a laptop computer that contained your name and social security number was stolen on January 23, 2009 from the locked vehicle of an employee of the DeZonia Group, which is an ambulance billing contractor for the City of Chicago. The incident was immediately reported to local law enforcement and we have cooperated fully with them. The DeZonia Group has also hired a private investigator to assist with the recovery of the laptop.

We believe the likelihood of unauthorized use of your personal information is low. The laptop was password protected and the files were encrypted. We believe the circumstances of this incident indicate that the thief was most likely looking for valuables to pawn and not seeking to obtain personal information. However, in the interest of transparency and as a precaution, we are providing you with this notice.

In an incident of this nature, the immediate focus is to diligently and accurately recreate the information believed to have been on the missing laptop so that risk can be assessed. Once we had a clear sense of the information we believed to be on the stolen laptop, we then reviewed the various state, federal and local requirements covering such information, as well as best practices involving occurrences of this nature. These activities have been done as expeditiously as possible. We are now implementing a comprehensive disclosure and customer service response.

You may wish to consider placing a fraud alert or security freeze on your credit file. A fraud alert requires creditors to contact you before they open any new accounts or change your existing accounts. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your written authorization.

Contact information for the three major national credit bureaus is provided below along with information on a credit monitoring service that we have arranged to be available at no charge to you. We advise that you remain vigilant concerning your personal credit information. Even if you do not find any suspicious activity on your credit reports, you should check your credit reports periodically.

If you have reason to believe that your information is being misused, you should contact local law enforcement (including your state attorney general's office) and file a police report. Creditors may want a copy of a police report to absolve you of any fraudulent debts. To learn more about how to guard against identity theft, you may visit the Federal Trade Commission's website at www.ftc.gov or call 1-877-382-4357.

We take our responsibility to protect sensitive information seriously and we apologize for any inconvenience this incident may cause you. We are committed to minimizing the risk of similar incidents and, among other things, the DeZonia Group has installed further encryption protection on its laptops, has required laptops to be secured with laptop cable locks, and has mandated additional training for its managers concerning data security matters.

You may call 1-888-334-4235 Monday through Friday 10 a.m. to 6.p.m. Central Time if you would like any additional information or assistance with this matter.